# XAVIER UNIVERSITY

## Policy on User Accounts

**Effective: 10/18/2021**
**Last Updated: 03/30/2020**
**Last Reviewed: 10/18/21**
**Responsible University Office:** Information Technologies
**Responsible Executive:** Associate Provost and Chief Information Officer
**Scope:** Faculty, Staff, Students, and Alumni

## A. REASON FOR POLICY

This policy specifies eligibility for user email and computer accounts for students, faculty, retirees, Alumni, non-employee associates, and staff at Xavier University, and describes the processes for creation and deletion of user email and computer accounts.

## B. POLICY

### Students

Traditional undergraduate students are eligible for a Xavier student user account with email upon matriculation/deposit. Graduate and non-traditional students become eligible for a Xavier student user account upon admittance to Xavier. All students with Xavier accounts must use multifactor authentication.

Student accounts remain active while the student remains registered for courses with the University or during an approved leave of absence through the Office of the Registrar. Student accounts will be disabled one year after the student's last course at Xavier, graduation, or the completion of an approved leave of absence. The account will be deleted at the next user account purge.

### Faculty and Staff

Faculty and staff user accounts with email are created when the letter of offer of employment is signed and returned to Human Resources. Faculty and staff must use multifactor authentication.

Faculty and staff accounts are disabled after last date of employment and deleted after 6 months. For faculty and staff who have left the university, supervisors will be permitted to request access to the mailbox.

IT conducts an annual audit of faculty and staff accounts. Accounts that have been inactive for six months will be disabled as a security precaution. Accounts not requested to be re-enabled within one year will be deleted. All faculty and staff accounts will use multifactor authentication and users will be required to take annual security training to remain in good standing. Faculty and staff accounts will undergo periodic phishing tests to assess the user's susceptibility to phishing attacks and may require additional training for failed phishing tests to keep their account active.

**Retirees**

Retirees may retain their email accounts provided they use multifactor authentication and complete the annual security training. Retiree accounts will undergo periodic phishing tests to assess the user's susceptibility to phishing attacks and may require additional training for failed phishing tests to keep their account active.

If a retiree account is compromised more than once, Xavier reserves the right to disable or delete the account if it is determined to be a continued high risk. On the first occasion the account is compromised, we will inform the user to have a strong password and require phishing awareness training if they wish to retain the account.

**Non-employee associates/Others**

There is a small group of users who are "special" account users. These are account holders who are not faculty, staff, or students at Xavier but who are granted user accounts on an as-needed basis. Examples include members of the Board of Trustees, and certain non-employee associates and affiliates. These individuals need a sponsor to request access on their behalf. Special accounts have a limited duration; these accounts will expire on June 30th of the current fiscal year and can no longer login. All non-employee accounts must use multifactor authentication and users will be required to take annual security training.

**Deleted** accounts will be reactivated if the student, faculty or staff member returns to an active role within Xavier. The original content cannot be restored.

**Account Transition**

If a staff member leaves the university, but continues to maintain student status, the department can request that Information Technologies create a brand-new user ID and E-mail for security reasons.

**CONTACTING XAVIER**

Please contact the Information Technologies Help Desk at helpdesk@xavier.edu with any questions about this policy.

**REVIEW CYCLE**

This policy will be periodically reviewed and updated as appropriate.

## C. Procedures

New account requests or a change in status for non-employee associates, faculty, and staff accounts should be directed to the Office of Human Resources.

To have a non-employee associate account extended beyond June 30th or for non-employee associate account reactivation within the initial one-year period, the account sponsor will need to send a request to the Office of Human Resources.

New student account requests or a change in status should be directed to Enrollment Management.

For firstname.lastname account requests that do not require access to Banner, the account sponsor must send a request to the Information Technologies Help Desk at helpdesk@xavier.edu. These accounts automatically expire at the end of the fiscal year and are deleted during the next user account purge process.

To have access to an email account more than 180-days after a faculty, staff, and non-employee associate leave Xavier, a special request by the previous supervisor must be made to the Information Technologies Help Desk at helpdesk@xavier.edu to begin the process for approval.

For technical issues with faculty, staff, student, or non-employee associate accounts send a request to the Information Technologies Help Desk at helpdesk@xavier.edu.

Grievances for decisions made regarding this policy should be sent to the Associate Provost and Chief Information Officer.

## D. HISTORY

Include information about previous policy versions or whether this policy replaces an existing policy.
Adopted by the Division of Information Resources' Policy and Security Committee: 1-7-2009
Reviewed and approved by the Information Resources Leadership Team: 1-20-2009
Reviewed and approved by the CIO: 2-13-2009
Reviewed by the University Technology Committee: 2-23-2009
Reviewed by the Academic Technology Committee: 2-27-2009
Placed on the MyXU portal for review and comment by the Xavier community: March 2009
Reviewed and approved by the President's Cabinet: 3-2-2010
Updated to include Alumni email accounts: 5/28/2014
Updated to clarify Alumni email retention: 10/7/2019
Updated formatting: 9/12/2019
Updated formatting, multifactor authentication, training requirements: 12/9/2019
Updated policy for Alumni and student accounts: 07/08/2021

**Other applicable policies and/or resources:**
Password Policy
Acceptable use Policy